## POWSZECHNY ZAKŁAD UBEZPIECZEŃ SPÓŁKA AKCYJNA organizational structure

President of the Board

## Members of the Board

 Data Protection Officer internal audit internal control compliance AML in PZU Group legal consulting PZU Group strategy project management and M&A corporate security Corporate Management Department: corporate management PZU Group corporate governance relations and corporate communication sponsorship • prevention HR Department: HR operations

**Administration and Logistics** Department:

**Insurance Operations Department:**  insurance operations after-sales customer service **Group Network Department:**  branch network management IT Department: · IT strategy and project management IT architecture and infrastructure management management and development of IT systems IT support cybersecurity

administration

 real estate purchase

 reinsurance Corporate Client Department: corporate (including brokerage) sales and sales network management corporate product management (offer management, underwriting and risk assessment, analysis) financial risk insurance corporate business strategy and development corporate business service **Dealer Programs Department:** · dealer programs and sales network

 innovations and Al after-sales service for health insurance direct sales sales support sales analysis Multiagency Sales Department:

• multiagency sales and sales network management Exclusive Sales Department: exclusive sales and sales network

Cooperation with Banks

actuarial tariff, analysis)

· strategic partnerships and new

cooperation with PZU Group banks

bancassurance

businesses

Investment Department: assets allocation macroeconomic analysis alternative investments real estate investments treasury Financial Department: · information management · planning and controlling tax policy accounting insurance accounting and Strategic Partner Department: internal operations (management of product and sales. assurbanking
 coordination and supervision of

actuarial

 debt collection counteracting insurance crime Claims and Benefits Service and Remote Channels Department: claims and benefits service assistance remote customer service

 marketing Individual and SME Insurance Product Department: management of individual and SME insurance products and insurance programs (offer management, actuarial tariff, underwriting, analysis) Customer and Digital Services Department: eCommerce management of digital processes and services customer relationship and experience management

 sustainable development risk management